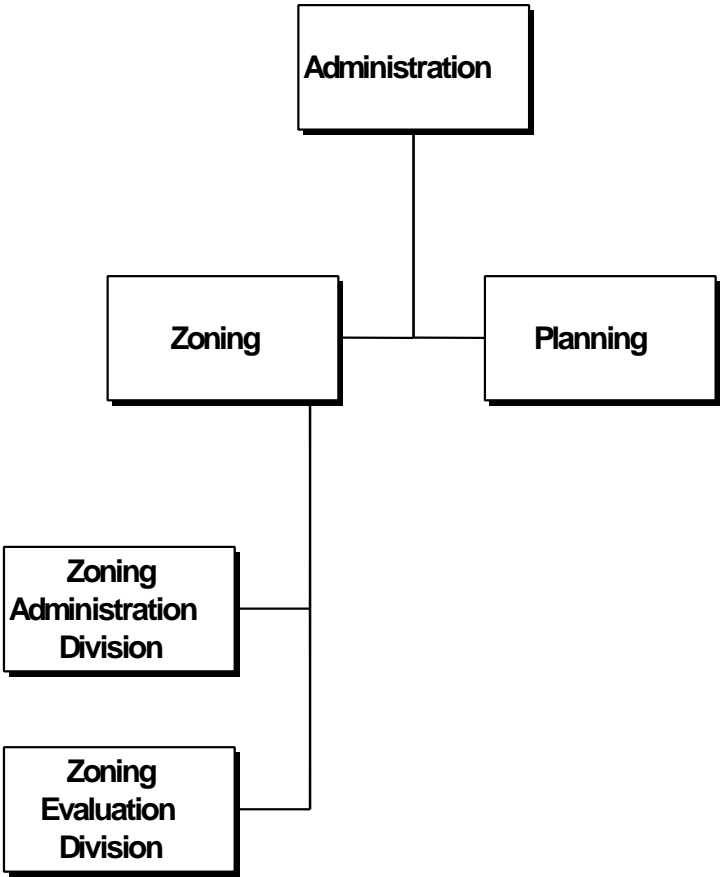


**DEPARTMENT OF
PLANNING AND ZONING**



DEPARTMENT OF PLANNING AND ZONING

Agency Position Summary

138	Regular Positions (-4)	/	138.0	Regular Staff Years (-4.0)
<u>1</u>	Grant Position	/	<u>1.0</u>	Grant Staff Years
139	Total Positions (-4)	/	139.0	Total Staff Years (-4.0)

Position Detail Information

ADMINISTRATION

1	Director of Planning and Zoning
1	Management Analyst IV
1	Chief Admin. Services
1	Administrative Assistant V
2	Administrative Assistants IV
1	Network/Telecom. Analyst II
1	Internet/Intranet Architect I
1	Data Analyst II
1	Geog. Info. Spatial Analyst II
<u>1</u>	Programmer Analyst III (-1)
11	Positions (-1)
11.0	Staff Years (-1.0)

ZONING

Zoning Administration Division

1	Zoning Administrator
5	Planners IV
5	Planners III
6	Planners II
3	Supervising Field Inspectors
1	Administrative Assistant IV
1	Chief Zoning Inspector
18	Senior Zoning Inspectors
6	Administrative Assistants II (-1)
1	Engineering Technician II
<u>7</u>	Engineering Technicians I
54	Positions (-1)
54.0	Staff Years (-1.0)

(-) Denotes Abolished Position

Zoning Evaluation Division

1	Planning Division Chief
5	Planners IV
8	Planners III
9	Planners II (-1)
1	Business Analyst II
3	Planning Technicians II
2	Planning Technicians I
1	Planning Aide
1	Administrative Assistant V
2	Administrative Assistants IV
4	Administrative Assistants III
<u>3</u>	Administrative Assistants II
40	Positions (-1)
40.0	Staff Years (-1.0)

PLANNING

1	Planning Division Chief
4	Planners IV
9	Planners III
12	Planners II (-1)
2	Administrative Assistant II
1	Administrative Assistant I
1	Supervising Drafter
1	Planning Technician II
<u>2</u>	Planning Technicians I
33	Positions (-1)
33.0	Staff Years (-1.0)

The details of the agency's 1/1.0 SYE grant positions within Fund 102, Federal State Grant Fund, are included in the Summary of Grant Positions in Volume 1.

DEPARTMENT OF PLANNING AND ZONING

Agency Mission

To provide proposals, advice, and assistance to those who make decisions to enhance the County's natural and man-made environments for present and future generations.

Agency Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	142/ 142	142/ 142	142/ 142	142/ 142	138/ 138
Expenditures:					
Personnel Services	\$7,065,220	\$7,727,288	\$7,289,640	\$8,121,910	\$7,849,526
Operating Expenses	918,595	1,016,303	1,098,203	971,321	971,321
Capital Equipment	34,567	9,368	9,046	0	0
Total Expenditures	\$8,018,382	\$8,752,959	\$8,396,889	\$9,093,231	\$8,820,847
Income:					
Zoning/Miscellaneous Fees	\$1,193,844	\$1,437,252	\$1,216,594	\$1,231,984	\$1,231,984
Comprehensive Plan Sales	5,499	7,464	9,000	9,000	9,000
Copy Machine Revenue	6,177	6,263	6,365	6,365	6,365
Total Income	\$1,205,520	\$1,450,979	\$1,231,959	\$1,247,349	\$1,247,349
Net Cost to the County	\$6,812,862	\$7,301,980	\$7,164,930	\$7,845,882	\$7,573,498

Summary by Cost Center					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Administration	\$1,149,325	\$1,282,895	\$1,339,737	\$1,253,894	\$1,218,160
Zoning	5,008,172	5,356,454	5,107,352	5,617,000	5,437,350
Planning	1,860,885	2,113,610	1,949,800	2,222,337	2,165,337
Total Expenditures	\$8,018,382	\$8,752,959	\$8,396,889	\$9,093,231	\$8,820,847

Board of Supervisors' Adjustments

The following funding adjustments reflect all changes to the FY 2003 Advertised Budget Plan, as approved by the Board of Supervisors on April 29, 2002:

- ◆ A net decrease of \$272,384 and 4/4.0 SYE positions as part of the \$28.8 million Reductions to County Agencies and Funds approved by the Board of Supervisors to allow for a two-cent real estate tax rate reduction and to provide additional funding for the Fairfax County Public School system. These reductions include elimination of 1/1.0 SYE Administrative Assistant position, 1/1.0 SYE Programmer Analyst III position, and 2/2.0 SYE Planner positions, resulting in savings of \$227,384 and other salary savings of \$45,000.

The following funding adjustments reflect all approved changes to the FY 2002 Revised Budget Plan from January 1, 2002 through April 22, 2002. Included are all adjustments made as part of the FY 2002 Third Quarter Review:

- ◆ A net decrease of \$400,648 as part of the \$24.2 million Reductions to County Agencies and Funds approved by the Board of Supervisors to address the FY 2002 revenue shortfall and increased public safety requirements. These reductions primarily include management of position vacancies.

DEPARTMENT OF PLANNING AND ZONING

County Executive Proposed FY 2003 Advertised Budget Plan

Purpose

The Department of Planning and Zoning (DPZ) is comprised of three primary divisions, as well as the Administration Section, which handles the daily responsibilities for human resources, payroll, purchasing, budgeting, and information technology. The primary purpose of the Department is to provide proposals, advice, and assistance on land use, development review, and zoning issues to those who make decisions on such issues in Fairfax County. The following is a brief synopsis of each Division.

The Zoning Evaluation Division (ZED) consists of three branches: the Rezoning/Special Exception Branch; the Special Permit and Variance Branch; and the Proffer Interpretation/Application Acceptance Branch. ZED is charged with processing and formulating recommendations on land use development proposals and applications that are subject to approval by either the Board of Supervisors, following a recommendation of the Planning Commission, or the Board of Zoning Appeals. In addition, ZED responds to requests for proffer and development condition interpretations, to requests from citizens and community groups concerning zoning, and to requests for litigation support from the County Attorney.

The Zoning Administration Division includes the Zoning Enforcement Branch, Ordinance Administration Branches, and the Zoning Permit Review Branch. The primary purpose and function of this division is to enforce, maintain, and administer the provisions of the Fairfax County Zoning and Noise Ordinances. This is accomplished through, but not limited to, the following activities: investigating and processing alleged violations of the Ordinances, including litigation when appropriate; analysis and drafting of requested amendments to the Zoning Ordinance; providing interpretations of the Zoning Ordinance; responding to appeals of various Zoning Ordinance determinations; and processing permit applications such as Building Permits, Non-Residential Use Permits, and Home Occupation Permits.

The Planning Division consists of the Policy Planning and Plan Development Branches, the Environment and Development Review Branch, and the Facilities Planning Branch. The division maintains the County's Comprehensive Plan and processes all suggested and required amendments to the Plan text and map; evaluates land use and development proposals for conformity with the Comprehensive Plan and measures related environmental, development, and public facility impacts; prepares various planning and policy studies which explore development, land use, environmental, and public facility issues, and offer recommendations for future direction; and coordinates the production of the County's Capital Improvement Program by analyzing all agency project submissions and defining project scheduling and financing requirements. In addition, the Planning Division responds to requests for interpretation of Plan recommendations and guidelines, to requests from citizens and community groups concerning planning and related processes, and to requests for litigation support from the County Attorney's Office.

Key Accomplishments

- ◆ Continued to provide staff support to a pilot Neighborhood Volunteer Inspection Program established in two communities whereby Zoning Enforcement Branch staff, in conjunction with Health Department staff, work with volunteers in these neighborhoods to identify potential code violations, take initial steps to seek compliance, and foster community involvement in the upkeep of the neighborhoods.
- ◆ Completed conversion of all zoning applications to the Fairfax County Land Development System (LDS) and its component Zoning and Planning System (ZAPS) for more complete tracking and information retrieval.
- ◆ Initiated improvements in the Zoning Evaluation Division's (ZED) internal computer databases for signs and nurseries, among others, for use by staff coordinators for purposes of comparison and consistency in preparation of staff zoning enforcement reports.

DEPARTMENT OF PLANNING AND ZONING

- ◆ In March 2001, the Board of Supervisors endorsed a process for reviewing its Comprehensive Plan. This review began with the 2001-2002 Area Plans Reviews (APR). For purposes of APR, the County is divided along supervisor district boundaries with the northern half of the County being the subject of an APR process in CY 2001. Over 120 site and proposal nominations have been accepted for review in the 2001 North County Cycle.
- ◆ The Planning Division has continued to support major County planning initiatives for ensuring the orderly future development of the County by coordinating the preparation of studies for the Laurel Hill, Reston/Herndon Transit Station Areas, the Merrifield Suburban Center, and the Engineer Proving Grounds (EPG). The division has also processed numerous amendments to the County's Comprehensive Plan, including a Stream Protection amendment, provided planning of the County's Revitalization Areas, established a web page, and reprinted the County's Comprehensive Plan.

FY 2003 Initiatives

- ◆ Revise the *Residential Development Criteria* and other Plan policies as appropriate to further improve In-Fill Study initiatives.
- ◆ Begin to explore reformatting staff reports in an effort to reduce redundancy and to improve clarity.
- ◆ Process several major Zoning Ordinance amendments that will support planning and zoning objectives of the County.
- ◆ Continue to provide staff support to a pilot Neighborhood Volunteer Inspection Program.
- ◆ Continue to enhance the agency's website by putting Sign Permit and Home Occupation Permit applications and other forms online in an effort to make the various review processes more user-friendly.
- ◆ As initiated in FY 2001 and continued into FY 2002, complete the conversion of the existing complaint and sign permit databases from the existing outdated Paradox system to a new County-supported, web-based technology which also will potentially allow interagency access to portions of the data. The old Paradox system has been experiencing problems and will not be compatible with upgrades to newer Windows applications. The new system, which is scheduled to go into production in FY 2003, will not only be compatible with other Windows applications, but will also meet countywide IT standards and be able to enhance the work done by the Zoning Enforcement Branch in the Zoning Administration Division.
- ◆ Review and develop special studies for selected areas of the County.

Performance Measurement Results

The Zoning Evaluation Division surpassed its goal of reviewing 75 percent of all zoning applications within five working days by reviewing 94 percent within five working days and 99 percent within ten days. A total of 89 percent of all rezoning applications were assigned a public hearing date within five months of acceptance, only slightly less than the goal of 90 percent, and 99 percent were scheduled for dates within six months of acceptance, exceeding the goal of 90 percent. The percentage of special exception applications scheduled for public hearing within four months was up four percentage points over last year but at 81 percent, was short of the goal of 90 percent. It should be noted that longer timeframes are often the result of mutually beneficial agreements between County staff and applicants.

In the category of written responses to proffer and development condition inquiries, 62 percent were completed within 30 days, falling short of the 90 percent objective. Contributing to this performance were the total number of requests amounting to 717, which was the highest figure ever recorded for this indicator, as well as significant staff turnover. It should also be noted that the timing of responses which exceeded the targeted 30 days were mutually agreed to by the requesting party and staff.

DEPARTMENT OF PLANNING AND ZONING

The zoning enforcement program has continued to show improvement in the timeliness of complaint resolution and sign permit processing. The target of resolving 70 percent of the complaints received within 60 days and processing 90 percent of the sign permit applications received within five days has been exceeded the past three years. While it is recognized that many cases cannot be resolved within the 60-day time frame due to extenuating factors, it is anticipated that additional improvement in the resolution rate can be realized. It is expected that a new complaint tracking database and a pilot continuous improvement program will be implemented in late FY 2002 or early FY 2003 which will enhance the ability of the enforcement staff to provide timely service delivery.

The processing of other permits is primarily accomplished as an over-the-counter process. While the total number of permits processed in FY 2001 decreased 16 percent from the previous year, the level of permitting activity is still relatively high and is expected to remain high over the next several years. Staff has continued to process applications in a timely manner with an extremely high level of accuracy, which is critical to those seeking permits.

With respect to zoning compliance letters, it is noted that at the beginning of FY 2001, it was determined that requests for a zoning sign-off on a certain type of Department of Motor Vehicle permit would no longer be considered a zoning compliance letter, given the limited nature of the review that was needed. Although there was a resultant decrease in the number of compliance letter requests received, the reduction was not as significant as anticipated. Consequently, it is estimated that the number of such requests processed will continue to be high. While the objective of processing 60 percent of the compliance letter requests within ten working days was exceeded, it is noted that the processing of these requests creates a significant workload demand given their time-sensitive nature and the need to conduct thorough records research.

Further, it is important to note that the staff responsible for preparing the zoning compliance letter responses is also responsible for processing Zoning Ordinance amendments and providing staff support to the Affordable Dwelling Unit, Sign, and Telecommunications task forces. Additionally, this same staff component is responsible for the preparation of staff reports on appeals of zoning determinations, another task with critical deadlines. Given these factors, and especially considering that the Board of Supervisors has placed an increased emphasis on the processing of Zoning Ordinance amendments, the ability to maintain the current level of responsiveness to these requests may be impacted.

The Planning Division continued major planning initiatives, evaluated and commented upon development review cases coordinated by the Zoning Evaluation Division, and reviewed 2232 Review public hearing and feature shown (non-public hearing) cases. Over 80 percent of the cases in the development review, 2232 Review public hearing and feature shown categories were reviewed within the service quality time objectives. Of particular note, the service quality indicators for both the development review and feature shown cases improved over last year's achievements. This was accomplished in the feature shown area despite a significant increase of 37 percent in the number of cases processed and a general, overall increase in the complexity of case issues. While the service quality number for 2232 Review public hearing cases slightly declined (from 90 percent to 83 percent), this is generally attributable to an increase in case complexities and issues being identified by the Planning Commission and the public. To continue the improvement of quality and efficiency in the 2232 Review area, staff is developing a new application procedure and acceptance guidelines that will provide a quicker identification of issues and a clearer portrayal of project requirements.

Funding Adjustments

The following funding adjustments from the FY 2002 Revised Budget Plan are necessary to support the FY 2003 program:

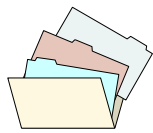
- ◆ An increase of \$394,622 in Personnel Services associated with salary adjustments necessary to support the County's compensation program.

DEPARTMENT OF PLANNING AND ZONING

- ◆ A net decrease of \$89,560 in Operating Expenses as a result of a decrease of \$49,466 for Information Technology infrastructure charges based on the agency's historic usage and the Computer Equipment Replacement Fund (CERF) surcharge to provide for the timely replacement of the County's information technology infrastructure and a decrease of \$44,578 associated with the one-time carryover of unencumbered FY 2001 Close Management Initiatives (CMI) savings, partially offset by a net increase of \$4,484 for Department of Vehicle Services charges based on anticipated charges for fuel, the County motor pool, vehicle replacement, and maintenance costs.

The following funding adjustments reflect all approved changes to the FY 2002 Revised Budget Plan since passage of the FY 2002 Adopted Budget Plan. Included are all adjustments made as part of the FY 2001 Carryover Review and all other approved changes through December 31, 2001:

- ◆ As part of the FY 2001 Carryover Review, an increase of \$44,578 in Operating Expenses reflects unexpended Close Management Initiatives (CMI) savings.



Administration

Goal

To manage the Department of Planning and Zoning's resources in the most efficient and effective manner in order to achieve the agency's objectives.

Cost Center Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	12/ 12	12/ 12	12/ 12	12/ 12	11/ 11
Total Expenditures	\$1,149,325	\$1,282,895	\$1,339,737	\$1,253,894	\$1,218,160

Objectives

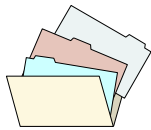
- ◆ To increase by one percentage point, resolution to staff calls requesting assistance with information technology issues within four hours, from 88 percent to 89 percent, toward a target of 90 percent.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
Output:					
Calls received from staff for Information Technology (IT) assistance	2,550	3,420	3,500 / 3,500	3,520	3,500
Efficiency:					
Responses per IT staff	720	1,140	1,167 / 1,167	1,175	900
Time of response per request (in minutes)	20	20	20 / 20	20	20
Service Quality:					
Percent of staff requests resolved within 48 hours	95%	95%	95% / 95%	95%	95%
Percent of staff requests resolved within four hours	83%	84%	87% / 88%	88%	89%

DEPARTMENT OF PLANNING AND ZONING

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
Outcome:					
Percentage point change of requests resolved within four hours	NA	1	3 / 4	0	1



Zoning

Goal

To administer, maintain, and enforce the Zoning Ordinance and related regulations, and to process development proposals and applications to ensure that property is developed and used in accordance with the Zoning Ordinance and the Comprehensive Plan to promote the health, safety, and welfare of the citizens of Fairfax County.

Cost Center Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	96/ 96	96/ 96	96/ 96	96/ 96	94/ 94
Total Expenditures	\$5,008,172	\$5,356,454	\$5,107,352	\$5,617,000	\$5,437,350

Objectives

- ◆ To maintain at 90 percent, all zoning applications received for submission compliance and reviewed within five working days; and maintain at 100 percent all zoning applications reviewed within ten working days.
- ◆ To maintain at 90 percent, written responses to inquiries within 30 working days.
- ◆ To schedule 90 percent of accepted rezoning (RZ) applications for public hearing before the Planning Commission within five months, except when the applicant and Fairfax County agree to a longer time frame.
- ◆ To schedule 90 percent of accepted special exception (SE) applications for public hearing before the Planning Commission within four months, except when the applicant and Fairfax County agree to a longer time frame.
- ◆ To maintain at 60 percent, processing of Zoning Compliance letters within ten working days.
- ◆ To maintain at 98 percent, processing of all permits within established time frames (does not include sign permits).
- ◆ To maintain at 90 percent, processing of sign permit applications within five working days.
- ◆ To maintain at 80 percent, resolution of all zoning/noise complaint cases within 60 days.

DEPARTMENT OF PLANNING AND ZONING

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
Output:					
Applications reviewed for submission compliance (all types)	649	645	650 / 620	625	625
Written responses to inquiries	606	697	640 / 717	650	650
RZ applications to be scheduled ¹	150	152	165 / 174	165	165
SE applications to be scheduled	85	83	85 / 86	75	75
Zoning Compliance letter requests processed	357	333	275 / 302	300	300
Permits (excluding sign permits) processed	43,742	46,180	45,000 / 38,985	37,000	37,000
Sign permits processed	1,110	1,418	1,200 / 1,223	1,200	1,200
Zoning complaints resolved	1,981	1,848	2,000 / 1,987	2,100	2,100
Efficiency:					
Average staff hours to determine application submission compliance	5	5	5 / 5	5	5
Average staff hours per written response	8.5	8.5	8.5 / 8.0	8.0	8.0
Staff hours per zoning compliance letter	5	5	5 / 5	5	5
Staff hours per permit request (excluding sign permits)	0.22	0.17	0.20 / 0.23	0.20	0.20
Staff hours per sign permit application	1.32	0.59	1.00 / 0.20	1.00	1.00
Staff hours per zoning complaint filed	12.10	13.50	13.00 / 14.31	13.00	13.00
Service Quality:					
Percent of zoning applications reviewed within 5 working days	62%	92%	75% / 94%	90%	90%
Percent of zoning applications reviewed within 10 working days	97%	100%	100% / 99%	100%	100%
Percent of written responses within 30 working days	70%	70%	90% / 62%	90%	90%
Percent of RZ applications scheduled within 5 months	83%	90%	90% / 89%	90%	90%
Percent of SE applications scheduled within 4 months	53%	77%	90% / 81%	90%	90%
Percent of Zoning Compliance letters processed with 10 days	51%	79%	60% / 67%	60%	60%
Percent of permits (excluding sign permits) processed in time	98%	98%	98% / 98%	98%	98%
Percent of sign permits processed within 5 days	94.0%	93.4%	90.0% / 92.6%	90.0%	90%

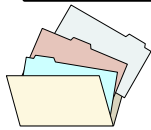
DEPARTMENT OF PLANNING AND ZONING

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
Percent of complaints resolved within 60 days ²	71%	77%	70% / 78%	80%	80%
Outcome:					
Percentage point change of zoning applications reviewed within 5 working days	12	30	(17) / 2	(4)	0
Percentage point change of zoning applications reviewed within 10 working days	12	3	0 / (1)	1	0
Percentage point change of written responses within 30 days	(6)	0	20 / (8)	28	0
Percentage point change of RZ applications scheduled within 5 months	2	7	0 / (1)	1	0
Percentage point change of SE applications scheduled within 4 months	(5)	24	13 / 4	9	0
Percentage point change in Zoning compliance letters processed within 10 days ²	(22)	28	(19) / (12)	(7)	0
Percentage point change in permits (excluding sign permits) processed correctly within time frame	0	0	0 / 0	0	0
Percentage point change in sign permits processed within 5 working days	8.0	(0.6)	(3.4) / (0.8)	(2.6)	0.0
Percentage point change in complaints resolved within 60 days	5	6	(7) / 1	2	0

¹ Applications scheduled have been corrected to reflect rezonings only; in previous years, these numbers erroneously included both rezonings and special exceptions.

² It is recognized that, by their nature, a certain number of complaint cases cannot be resolved within the targeted time frame due to factors beyond the control of the agency, such as zoning applications, appeals, or litigation.

DEPARTMENT OF PLANNING AND ZONING



Planning

Goal

To maintain the County's major planning processes in support of the Board of Supervisors, Planning Commission, and community in order to develop and implement policies and plans for the community's land use and capital facilities that conserve, revitalize, and protect economic, social, and environmental resources and produce a well-planned community and a high quality of living.

Cost Center Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	34/ 34	34/ 34	34/ 34	34/ 34	33/ 33
Total Expenditures	\$1,860,885	\$2,113,610	\$1,949,800	\$2,222,337	\$2,165,337

Objectives

- ♦ To maintain at 95 percent, the rate of development review cases reviewed within 27 days.
- ♦ To maintain at 85 percent, the rate of 2232 Review Feature Shown cases reviewed within 56 days.
- ♦ To maintain at 90 percent, the rate of 2232 Review Public hearing cases reviewed within 120 days.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
Output:					
Development review cases processed ¹	235	235	250 / 242	240	240
2232 Feature Shown Cases Processed	36	104	100 / 143	100	100
2232 Public Hearing Cases Processed	22	32	30 / 30	30	30
Efficiency:					
Staff Hours: Development Review Report	21	19	19 / 19	19	19
Staff Hours: 2232 Feature Shown case	34	26	25 / 30	30	30
Staff Hours: 2232 Public Hearing case	112	105	105 / 90	90	90
Service Quality:					
Percent of development review cases reviewed in 27 days	75%	85%	85% / 90%	95%	95%
Percent of 2232 Feature Shown Cases reviewed in 56 days	70%	37%	50% / 82%	85%	85%
Percent of 2232 public hearing cases reviewed within 120 days	83%	90%	90% / 83%	90%	90%

DEPARTMENT OF PLANNING AND ZONING

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
Outcome:					
Percentage point change of development review cases reviewed in 27 days	5	10	0 / 5	5	0
Percentage point change of 2232 Feature Shown cases reviewed in 56 days	(5)	(33)	13 / 45	3	0
Percentage point change of 2232 Public Hearing cases reviewed in 120 days	33	7	0 / (7)	7	0

¹ Numbers have been corrected to reflect rezonings only; in previous years, the number erroneously included both rezonings and special exceptions.